IT BUSINESS SYSTEMS ANALYST

*[May also apply to exempt SHRA positions in the Business Systems branch\*]*

*Note: This material is not intended to represent a complete position description; it is meant as a job aid to provide a foundation for completing a detailed individual description. All functions and tasks listed below will not apply to every position and this is not an exhaustive list of potential duties. Supervisors should select any of this material which applies to provide a framework for their description, then add detail, context, and other functions relevant to their specific needs. This material is also competency- and band-level neutral. In addition to functions and tasks, other considerations including but not limited to scope, organizational placement, and reporting relationship are key determining factors in position leveling.*

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| **FUNCTIONS** | **TASKS** |
| Support | * Serves as a key resource in solving problems of high complexity to other analysts and technicians.
* Serves as a point of escalation for customer issues. Uses advanced knowledge of coding and application functionality to troubleshoot complex issues.
* Researches and recommends methods of resolving problems to lower level analysts or client representatives.
* Makes corrections to records and administrative systems as needed based on access roles.
* Identifies error trends and gaps and proposes solutions.
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| Project Management | * Defines project timelines and deliverables, monitors progress, and recommends changes as appropriate to ensure projects are completed on time and within budget.
* Coordinates and prioritizes requests for changes and enhancements in the environment based on business needs, resources, and the impact of changes on existing systems and processes.
* Evaluates project issues related to scope change, resource and time constraints to provide consistent solution delivery.
* Identifies project risks in advance and proactively mitigates these risks with appropriate steps.
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| Development/Programming | * Designs and creates data storage solutions.
* Determines and implements appropriate software system configuration (e.g. base tables, action routing, etc.).
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| Quality Control & Reporting | * Assesses needs, creates requirements, documents specifications, designs, develops and implements reporting solutions for a variety of systems and technology.
* Develops, documents, and directs test cases and regression test cases. Determines appropriate number of test cases based associated risk.
* Develops audit reports and builds ad-hoc reports from requests, using appropriate software or tools.
* Validates and cross-checks data samples from test results and reports.
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| Consultation | * Works with end users to gather business requirements; elicits requirements from various constituent groups using different methodologies.
* Serves as liaison and translator between the end user and technical team.
* Proposes and negotiates solutions to resolve conflicting requirements.
* Knowledgeable on trends and remains up-to-date on industry best practices.
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| Training & Communication | * Educates various internal and external constituencies regarding milestones, challenges, outcomes, new processes, etc. through various methods (e.g. presentations, webinars, national conferences, etc.).
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| Supervision/Management | * Provides full supervision to [define subordinate positions]; interviews and makes hiring decisions/recommendations; recommends initial pay rates and subsequent adjustments; ensures employees are trained in job responsibilities and provides for ongoing development; manages the performance review process and assigns performance ratings; addresses performance deficiencies and disciplinary issues as needed; sets work schedules and approves leave requests; etc.
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| Other Duties (5% max) | * Other duties as assigned by management to meet business needs
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\*When employees in these existing, filled positions have elected to remain SHRA